(घ) मंत्रालय में हिन्दी, अंग्रेजी और द्विभाषी कम्प्यूटरों, टेलेक्सों, टेली-प्रिंटरों आदि की संख्या कितनी है ?

उद्योग मंत्रालय में औद्योगिक विकास विभाग में राज्य मंत्री (श्री एम० अरुणाचलम) : (क) से (घ) जानकारी एकत्र की जा रही है और जो भी उपलब्ध होगी, सभा पटल पर रख दी जायेगी ।

Customers' grievances against Maruti dealers

659. SHRI PAWAN KUMAR BANSAL: Will the Minister of INDUSTRY be pleased to state:

(a) what is the procedure adopted by Maruti Udyog Ltd. to process the customers' grievances against those dealers who, because of the heavy demand for the Maruti vehicles, resort to unfair consumer practices and pass off even defective vehicles to the customers;

(b) whether any effort has ever been made to receive customers' opinion about the performance of the vehicles and the standard of after-sales-service;

(c) if so, what is the number of responses received during the last six months and action taken thereon; and

(d) in how many cases the Maruti Udyog Ltd. undertook to replace the vehicle?

THE MINISTER OF STATE IN THE DEPARTMENT OF INDUSTRIAL DEVELOPMENT IN THE MINISTRY OF INDUSTRY (SHRI M. ARUNACHALAM): (a) All Maruti vehicles are checked both at factory and at dealership, before delivery to the customers, as per the testing procedure laid down by Maruti Udyog Limited's collaborator viz. Suzuki Motor Co., Japan. No defective vehicle is knowingly delivered either to the dealer from the factory or to a customer by a dealer. In case of any complaint received in this regard the vehicle is repaired to the full satisfaction of the customer at company's cost during the warranty period.

(b) and (c) Periodical surveys are undertaken by MUL to assess customers' satisfaction about the performance and after-sales-service of Maruti vehicles and necessary action taken. According to these surveys, the customers on the whole are satisfied with the performance of Maruti vehicles and after-sales-service.

(d) Maruti Udyog Limited has not replaced any vehicle so far.

Extending HBJ pipeline upto Delhi

660. SHRI SHANTI TYAGI: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government are considering to extend the HBJ pipeline upto Delhi for utilizing gas for electricity generation; and

(b) if so, the details thereof and whether Uttar Pradesh and Haryana would also derive benefit from this project?

THE DEPUTY MINISTER IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI RAFIQUE ALAM): (a) and (b) Yes, Sir.

Availability of Petrol and Gas in Krishna Godavari basin

661. DR. G. VIJAYA MOHAN REDDY: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that huge quantities of Petroleum and Natural Gas are available in the Krishna-Godavari basin and its off shore region in Andhra Pradesh; if so, what are the details thereof; and

(b) what measures Government propose to take to exploit the same and improve the availability of Petroleum products in the country?